



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **BSB40307 Certificate IV in Customer Contact**

**Revision Number: 1**

## **BSB40307 Certificate IV in Customer Contact**

### **Modification History**

Not applicable.

## Description

### Descriptor

This qualification reflects the role of individuals who use well-developed skills and a broad knowledge base in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

### Job Roles

- Analyst
- Quality Assurance Coordinator or Manager
- Scheduler
- Subject Matter Expert/Coach
- Team Leader.
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## Pathways Information

### Qualification Pathways

#### *Entry requirements*

There are no entry requirements for this qualification.

#### *Pathways into the qualification*

Candidates may enter the qualification through a number of entry points including:

- BSB30207 Certificate III in Customer Contact or other relevant qualification/s

OR

- with vocational experience assisting in a range of support roles without a formal business qualification.

Examples of indicative job roles for candidates seeking entry based upon their vocational experience include:

- Call/Contact Centre Agent
- Customer Service Representative
- Senior Customer Service Representative
- Telesales Representative.

This breadth of expertise would equate to the competencies required to undertake this qualification.

#### *Pathways from the qualification*

After achieving the BSB40307 Certificate IV in Customer Contact, candidates may undertake:

- BSB50307 Diploma of Customer Contact.

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## **Licensing/Regulatory Information**

### **Licensing, Legislative, Regulatory or Certification Considerations**

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

### EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

#### Qualification Code and Title

The following table contains a summary of the Employability Skills required by industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>• having the ability to transfer information centre's operational plan, goals, new products and services to team/project members</li> <li>• reading and interpreting a range of reports and information</li> <li>• writing team/project plans, documents and reports</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• developing a team culture and identity</li> <li>• managing a team and applying knowledge of one's own role to achieve team goals</li> <li>• working with diverse persons and groups</li> </ul>
Problem-solving	<ul style="list-style-type: none"> <li>• analysing information and reports</li> <li>• dealing with complex customer complaints and escalations</li> <li>• working through alternatives and improvements</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• contributing to suggestions for improvements to team operations, products, services and processes</li> <li>• supporting operational plan and organisation's goals</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• developing team plans</li> <li>• managing learning and development plans for team members</li> <li>• planning team resources, targets and performance levels</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• managing own performance and motivating others</li> <li>• managing own time and work priorities</li> <li>• managing stress in the workplace</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• learning new ideas, skills and techniques</li> <li>• providing appropriate information on systems, products and services to team members</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• using electronic communication devices and processes i.e. internet, intranet, telephony equipment, software packages, enterprise systems and email to support team management</li> <li>• using technology to assist the manipulation of information and to maximise performance</li> </ul> <p>(Technology requirements may be modified for people with a</p>

<b>EMPLOYABILITY SKILLS QUALIFICATION SUMMARY</b>	
	disability)

## Packaging Rules

### Packaging Rules

**Total number of units = 13**

**7 core units** plus

The **6 elective units** may be selected from the elective units listed below, or any currently endorsed Training Package or accredited course at the same qualification level.

Where elective units are being chosen from other Training Packages or accredited courses up to **2** of the **6 elective units** may be selected from Certificate III or Diploma qualifications. The remaining **4 elective units** must be chosen from equivalent level qualifications.

Electives must be relevant to the work outcome, local industry requirements and the qualification level.

#### Core units

##### Contact Centre Operations

BSBCCO402A      Gather, collate and record information

##### Customer Service

BSBCUS401A      Coordinate implementation of customer service strategies

##### Learning and Development

BSBLED401A      Develop teams and individuals

##### Management

BSBMGT403A      Implement continuous improvement

BSBMGT405A      Provide personal leadership

##### Occupational Health and Safety

BSBOHS407A      Monitor a safe workplace

##### Imported Units

<b>Packaging Rules</b>	
FNSICORG515B	Provide mentoring and coaching within the workplace
<b>Elective units</b>	
<b>Compliance</b>	
BSBCOM401B	Organise and monitor the operation of compliance management system
BSBCOM402B	Implement processes for the management of a breach in compliance requirements
BSBCOM403B	Provide education and training on compliance requirements and systems
BSBCOM404B	Promote and liaise on compliance requirements, systems and related issues
<b>Contact Centre Operations</b>	
BSBCCO401A	Administer customer contact telecommunications technology
<b>Human Resource Management</b>	
BSBHRM402A	Recruit, select and induct staff
<b>Information Management</b>	
BSBINM401A	Implement workplace information system
<b>Innovation</b>	
BSBINN301A	Promote innovation in a team environment
<b>Management</b>	
BSBMGT401A	Show leadership in the workplace
BSBMGT402A	Implement operational plan
<b>Project Management</b>	
BSBPMG404A	Apply quality management techniques
BSBPMG407A	Apply risk management techniques
BSBPMG510A	Manage projects
<b>Sales</b>	
BSBSLS501A	Develop a sales plan
BSBSLS502A	Lead and manage a sales team
<b>Sustainability</b>	
BSBSUS301A	Implement and monitor environmentally sustainable work practices
<b>Workplace Effectiveness</b>	
BSBWOR401A	Establish effective workplace relationships

**Packaging Rules**

BSBWOR403A      Manage stress in the workplace

**Imported Units**

CHCINF5B              Meet statutory and organisational information requirements

CHCPOL3A      Undertake research activities

PSPPM402B      Manage simple projects

**Selecting Elective Units for Different Outcomes**

The context for this qualification varies and this must guide the selection of elective units. An example of appropriate elective units for a particular outcome follows.

**Analyst**

**7 core units** plus:

- BSBPMG404A      Apply quality management techniques
- BSBPMG407A      Apply risk management techniques
- BSBRES401A      Analyse and present research information
- CHCINF5B              Meet statutory and organisational information requirements

**Scheduler**

**7 core units** plus:

- BSBADM409A      Coordinate business resources
- CHCPOL3A              Undertake research activities
- THHGLE05B              Roster staff

**Quality Assurance Coordinator or Manager**

**7 core units** plus:

- CHCINF5B              Meet statutory and organisational information requirements

**Unit Grid**

BSBADM409A Coordinate business resources

BSBCCO401A Administer customer contact telecommunications technology

BSBCCO402A Gather, collate and record information

BSBCOM401B Organise and monitor the operation of compliance management system

BSBCOM402B Implement processes for the management of a breach in compliance requirements

BSBCOM403B Provide education and training on compliance requirements and systems  
BSBCOM404B Promote and liaise on compliance requirements, systems and related issues  
BSBCUS401A Coordinate implementation of customer service strategies  
BSBHRM402A Recruit, select and induct staff  
BSBINM401A IMPLEMENT WORKPLACE INFORMATION SYSTEM  
BSBINN301A Promote innovation in a team environment  
BSBLED401A Develop teams and individuals  
BSBMGT401A Show leadership in the workplace  
BSBMGT402A Implement operational plan  
BSBMGT403A Implement continuous improvement  
BSBMGT405A Provide personal leadership  
BSBOHS407A Monitor a safe workplace  
BSBPMG404A Apply quality management techniques  
BSBPMG407A Apply risk management techniques  
BSBPMG510A Manage projects  
BSBRES401A Analyse and present research information  
BSBSLS501A Develop a sales plan  
BSBSLS502A Lead and manage a sales team  
BSBSUS301A Implement and monitor environmentally sustainable work practices  
BSBWOR401A Establish effective workplace relationships  
BSBWOR403A Manage stress in the workplace  
CHCINF5B Meet statutory and organisational information requirements  
CHCPOL3A Undertake research activities  
FNSICORG515B Provide mentoring and coaching within the workplace  
PSPPM402B Manage simple projects  
THHGLE05B Roster staff